

Topeka Metro Operations Report

April 2021

April Operating Days:	26	Normal operating days
	4	Sundays (no service)
	0	Holiday with no service
	0	Limited holiday service
	<u>30</u>	Total days in April

Passenger Comments:

9	Fixed Route	1	Capitol City Taxi	10	Complaints
2	Lift	10	Topeka Metro	1	Compliments
<u>11</u>	Total Comments	<u>11</u>	Total Comments	<u>0</u>	Incidents
				11	Total Comments

Comment Issues: Other/General (9)
 Unsafe Driving (2)

Operations Accidents & Incidents (as of April 30th, 2021):

	Month of Total for		
	April	2021	FY 2021
TMTA Chargeable accidents	2	4	13
TMTA Non-chargeable accidents	3	7	19
Contractor accidents	0	0	3
Passenger incidents	12	75	191
	<u>17</u>	<u>86</u>	<u>226</u>

Current Self-Insurance Files:	6	Open files against Topeka Metro
	9	Open files against others
	1	Other
	<u>16</u>	Total open files

April Promotions and Events

Washburn Students (4/1 thru 4/30): 5,301 fixed route trips

FREEdom Pass Ridership (4/1 thru 4/30): 402 fixed route trips

2013	945
2014	3,876
2015	6,058
2016	7,511
2017	8,115
2018	8,879
2019	8,951
2020	1,623 (until free fares due to COVID-19 in March 2020)
2021	944 (fares/program resumed 2/1/21)

Amtrak (4/1 thru 4/30): 1 ride in April

Flex Zone Ridership (4/1 thru 4/30): 35 Flex rides (11 provided by CCT & 24 provided in-house)

Bikes on the Bus Ridership (4/1 thru 4/30):

737 bikes on the fixed route

City Employees Ride Free (4/1 thru 4/30):

47 fixed route trips

Other Operational and Promotional Activities:

Extended the Employee COVID-19 Emergency Paid Sick Leave Policy Thru June 30th, 2021 (4/1)

April Operator Roster in Effect (4/4)

Monthly Operator Policy Meeting (4/6)

Conference Call with Manhattan ATA Bus to Provide Supervisory Assistance (4/12)

Provided a Tour of Quincy Street Station to Lawrence Transit (4/16)

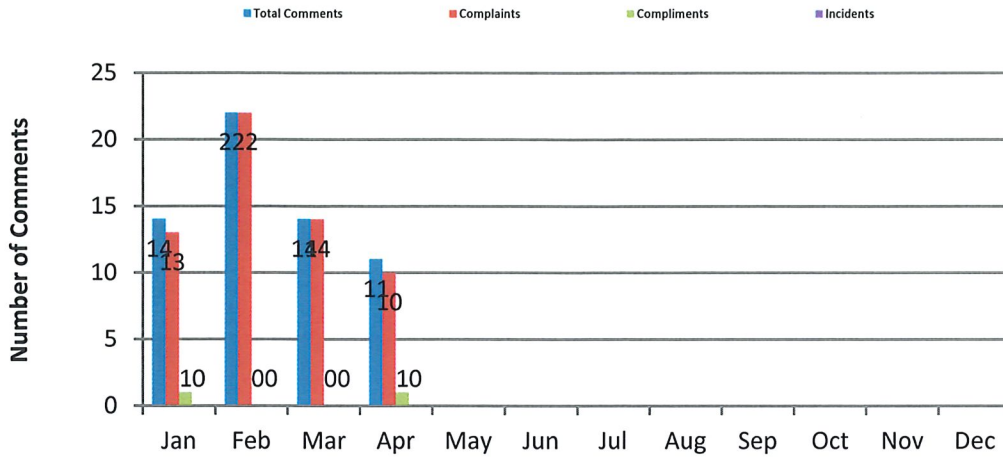
Capitol City Taxi Quarterly Oversight Meeting via Phone (4/16)

Upgraded the Radio Transmissions Recording Software (4/21 and 4/22)

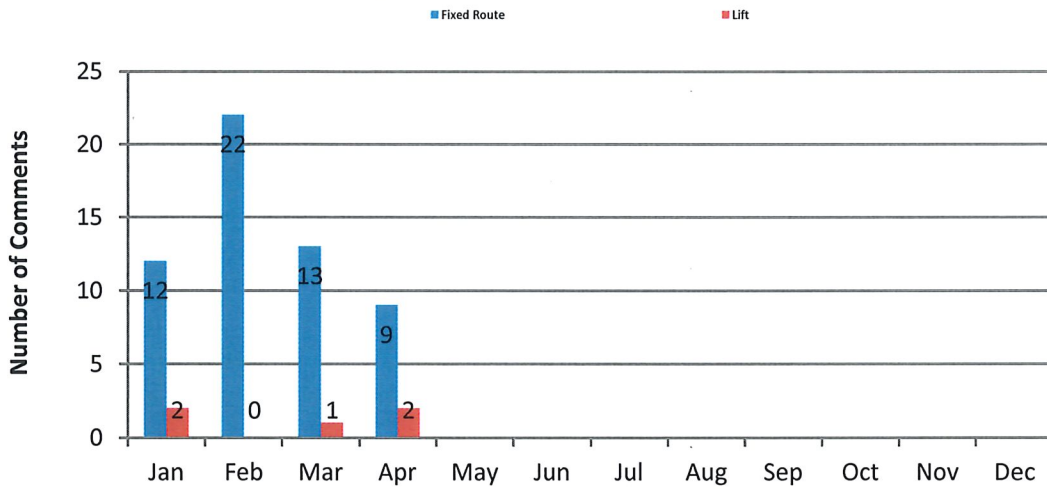
Introduced New Operator Newsletter "Dialogue with Denise" on the Employee Intranet (4/26)

Installed Radio Transmission Speakers at QSS for Operators (4/30)

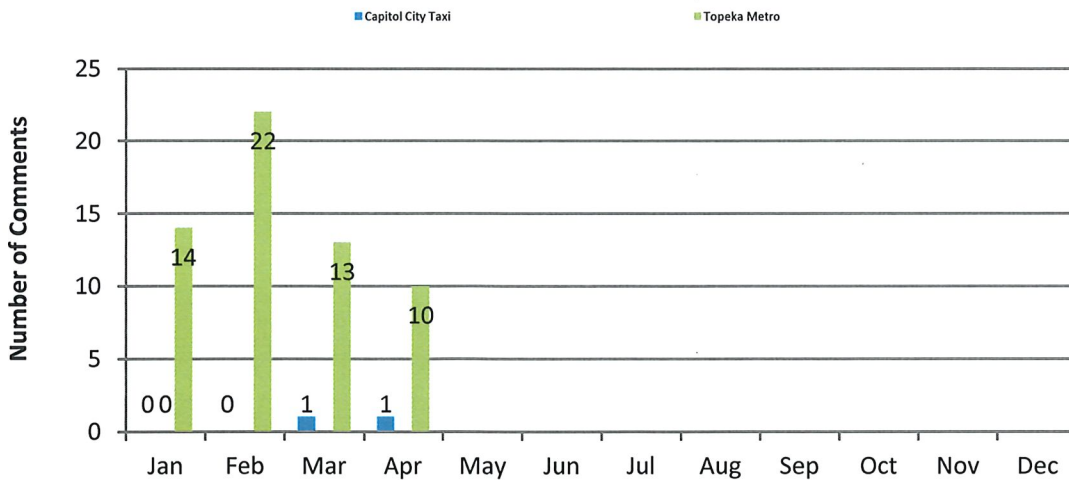
2021 Passenger Comments Per Type



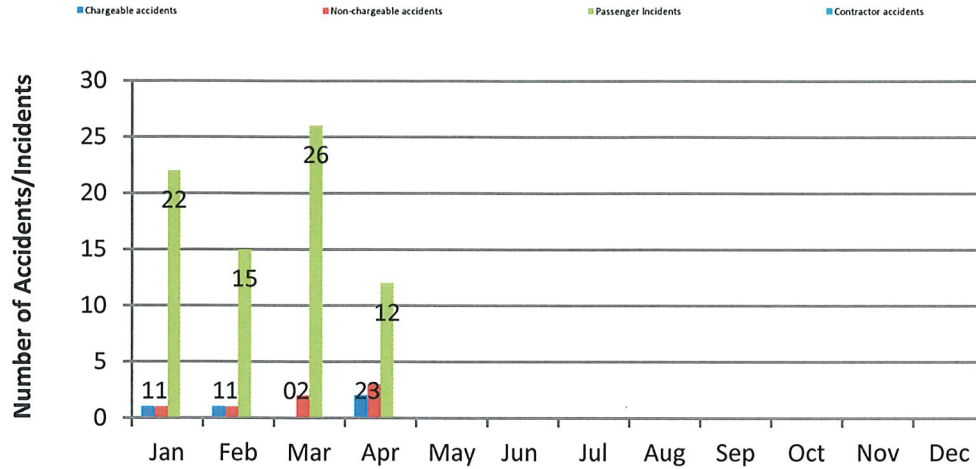
2021 Passenger Comments Per TMTA Service



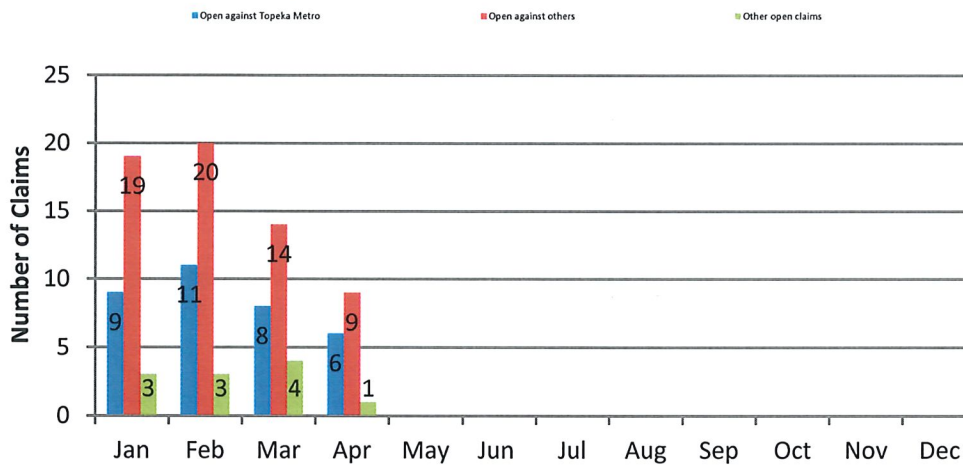
2021 Passenger Comments Per Provider



2021 Accident & Incidents



Current 2021 Open Claims



Lift Service Application Statistics

	<u>Eligible</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>	<u>TOTAL</u>	<u>Appeals</u>	<u>(Appeals app)</u>	<u>(Appeals den)</u>
Jan 2021	8	13	1	0	22	0	0	0
Feb 2021	4	3	0	0	7	0	0	0
Mar 2021	11	15	1	0	27	0	0	0
Apr 2021	13	15	3	0	31	1	(appeal decision yet to be determined)	
May 2021					0			
Jun 2021					0			
Jul 2021					0			
Aug 2021					0			
Sep 2021					0			
Oct 2021					0			
Nov 2021					0			
Dec 2021					0			
Year 2021 Total	36	46	5	0	87	1	0	0

COVID-19 Continues